

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Claim Adjustment for Poor Quality Mobile Device

Dear [Customer Name],

Thank you for contacting us regarding your recent purchase of the [Model/Brand of Mobile Device] from [Store/Order Number, if applicable]. We regret to hear that you have experienced issues with the quality and performance of your device, and we sincerely apologize for any inconvenience this has caused.

At [Company Name], we stand behind the quality of our products and strive to ensure every customer receives products that meet our high standards. Upon receiving your claim, our team immediately initiated a thorough investigation into the reported issues, focusing on both the device's performance and potential manufacturing defects.

Based on our findings, we acknowledge the concerns you raised regarding [brief mention of specific problems, e.g., battery life, screen malfunction, software issues, etc.], and agree that the device did not meet our expected level of quality.

To resolve this matter promptly and ensure your satisfaction, we are offering the following options:

- **Repair:** We will repair your current device free of charge to restore it to optimal working condition.
- **Replacement:** We can provide you with a brand new replacement device of the same model.
- **Refund:** If you prefer, we can issue a full refund for the purchase price paid.

Please inform us of your preferred resolution so we can proceed accordingly. We are committed to completing this process as quickly as possible, and our customer service representative will assist you at every step.

Thank you for bringing this matter to our attention and for your patience throughout the process. We appreciate your trust in [Company Name] and are dedicated to restoring your confidence in our products and services.

Should you have any further questions or require assistance, please feel free to contact our support team at [Customer Service Phone Number] or [Email Address].

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Contact Information]